

## POSITION DESCRIPTION

OSER-DMRS-10 (Rev. 08-2013) State of Wisconsin Office of State Employment Relations	1. Position No.  300394	2. Cert / Reclass Request No. 16-0011	3. Agency No.
4. NAME OF EMPLOYEE	4. DEPARTMENT, UNIT, WORK ADDRESS:		
6. CLASSIFICATION TITLE OF POSITION  <b>Human Services Supervisor</b>	<b>Department of Children and Families</b> <b>Bureau of Child Support/Policy and Program Performance</b> 212 E. Washington Ave. Madison WI 53703		
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)  <b>Chief, Policy and Program Performance Section</b>	8. NAME AND CLASS OF FORMER INCUMBENT  Patti Reuter, Human Services Supervisor		
9. AGENCY WORKING TITLE OF POSITION	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES  Heidi Schaible, Human Services Supervisor		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR  André Small, DCF Manager	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? X Yes ☐ No IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).

14. POSITION SUMMARY \_ PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

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15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (*Please see sample format and instructions on Page 3.*)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
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**See Attached**

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**16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (*See Instructions on Page 2*)**

a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.

b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.  
(*Please initial and date attachments.*)

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

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**17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION**

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. (*Please initial and date attachments.*)

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

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18. Signature of Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE

☐ SUPERVISOR

☐ EMPLOYEE

☐ CERT REQUEST COPY

Under the general direction of the Director of the Bureau of Child Support (BCS) in the Division of Family and Economic Security, Department of Children and Families, this position is responsible for overseeing and directing the activities and employees in the BCS Policy and Program Performance Section which develops policy and procedures and oversees the policy aspects of automation projects related to the child support program. This position also oversees planning and implementation of policy and procedural changes related to new statutes and regulations at the state or federal level in the child support program. This position oversees the administration of federal grants, including applications for new grant funding, and has primary responsibility for federally mandated reports required as a condition of federal funding of both the child support and Temporary Assistance for Needy Families block grant programs. This position is responsible for ensuring the child support program is administered consistently across 71 county child support enforcement programs through multiple communication channels and on-site and report-driven compliance monitoring.

The position oversees the federally required annual Child Support Enforcement Self-Assessment that provides BCS and the federal government with data regarding Wisconsin's compliance with federal timelines and procedural requirements. The position also oversees the administration of state level assessment instruments to determine compliance with state policies and procedures. The position oversees the updating and maintenance of the federally mandated State Plan.

HIJC   TIME %   GOALS AND WORKER ACTIVITIES

40%

A. Overall responsibility for management of the activities of the Policy and Program Performance Section.

A1. Plan work of the section for carrying out timely policy analysis of new and existing state and federal laws and regulations and program development for the Wisconsin Child Support program.

A2. Delegate to subordinate employees the work of the section, and make assignments and establish deadlines for individuals and workgroups as needed to successfully accomplish section tasks.

A3. Oversee the development of new statutory proposals and administrative rules related to child support, including federally required guidelines reviews.

A4. Oversee policy aspects of automation projects necessary for compliance with state or federal policy changes.

A5. Oversee the administration of the contracts with the UW Institute for Research on Poverty related to the child support program.

A6. Oversee the Child Support Self-Assessment process and the development and maintenance of monitoring and program evaluation processes for reviewing performance and compliance of county child support enforcement agencies.

A7. Oversee implementation and compliance with the terms of federal child support grants, waivers and pilots, including Special Improvement Project Grants, CSPED grant (Supporting Parents Supporting Kids), and 1115 Grant awards.

A8. Oversee development and implementation of a process review protocol to identify and document best practices and model workflows for use in local child support agencies.

A9. Analyze KIDPOL questions and subjects to identify the need for policy clarification, training, new processes and other strategic changes to the program.

A10. Develop and implement processes for training section staff, monitoring staff work product, and evaluating staff performance to assure information provided to county agencies is accurate, timely, complete, and accessible for use by other BCS and county staff.

A11. Oversee maintenance of the federally required State Plan including submitting updates required due to changes in policy, procedures, statutes and administrative rules, oversee development of an index or other tools to permit easy access to Plan provisions, and oversee public access to the State Plan.

A12. Develop and maintain a comprehensive system of resources for state and local child support staff, including procedure manuals, child support bulletins, child support letters, Administrator's Memos, and in-person and computer-based training to assure the program can be administered consistently throughout the state.

30%

B. Supervise and develop staff in the Policy and Program Performance Section.

B1. Recruit and recommend selection of new employees in the section, including reassigning higher level duties of the former incumbent to other staff, developing a PD at the appropriate level, assisting staffing specialist in the Bureau of Human Resources to identify high importance job content in the PD, develop an exam and benchmarks, and develop questions and benchmarks for candidate interviews.

B2. Following interviews, check references and prepare a hiring and pay recommendation for the Bureau Director and Division Administrator.

B3. Develop plans for training, developmental work assignments, mentoring, coaching, and similar activities to bring new employees to full performance level and to enhance the skills of existing employees to enhance the effectiveness of the section's employees.

B4. Monitor employees' work to assure progress is made and deadlines are met through daily touchbase conversations, weekly or bi-weekly one-on-one and regular section meetings, and keep workloads balanced so that all employees have an equitable share of the section's work.

B5. Review employees' work product to assure it is complete, accurate, consistent with required formats, and well-written; assign and review corrections; and provide training and feedback to improve the quality of future work products.

B6. Establish timeliness, quantity, quality, and interpersonal performance standards using the department's evaluation tool, and periodically provide employees with feedback through informal and formal evaluations documented in writing.

B7. Maintain discipline in the workplace to assure a productive working environment, and enforce department work rules in a uniform manner with other managers in the division.

B8. Promote DCF and Division affirmative action and civil rights compliance goals and objectives.

20%

C. Participate fully in the Bureau of Child Support management team.

C1. Identify workgroups that are necessary to complete policy projects and make workgroup assignments to section staff for projects led by other sections, ensure project management principles are followed, serve in both the sponsor role and section chief role as appropriate.

C2. Participate in bureau and section strategic planning.

C3. Cooperatively develop and adhere to uniform approaches to discipline, classification, and performance evaluation across the bureau.

C4. Provide coverage and support for other section chiefs and the bureau director.

C5. Keep other managers, including the Bureau Director and Division Administrator, informed of problems, issues, and developments that affect their functions and activities.

10%

D. Develop and maintain a cooperative working relationship with child support program stakeholders, including Child Support Agencies and court officials, the Wisconsin Child Support Enforcement Association, the Legislature, other state agencies, and other private and public groups.

D1. Oversee the development and analysis of substantive language provisions in state-county contracts and participate in annual contract renegotiations.

D2. Coordinate closely with department legal counsel to assure child support program policies and procedures comply with state and federal law.

D3. Oversee the development of an agenda for regular state-county policy discussions through the Policy Advisory Committee and assure the committee is adequately staffed to carry out its functions.

#### KNOWLEDGE, ABILITIES & SKILLS

1. Extensive knowledge of state and federal policy and procedures governing the child support program and programs that refer participants for child support services.
2. Demonstrated ability to analyze and implement new or changed policies and procedures.
3. Extensive knowledge of automated systems development processes for a large, complex transactional database used in a statewide program.
4. Extensive knowledge of principles of project management and demonstrated ability to oversee workgroups and project teams.
5. Extensive knowledge of KIDS system functionalities.
6. Knowledge of principles of program planning, implementation, and evaluation, and policy development and demonstrated skill in carrying out those functions.
7. Knowledge of general functions of Department of Children and Families units and other state agencies involved in the implementation of the child support program and demonstrated ability to work across organizational lines to administer a program.
8. Knowledge of the legislative process, including the budget process and the analysis of proposed legislation and demonstrated skill in legislative analysis.
9. Knowledge of effective verbal and written communication techniques and demonstrated ability to communicate clearly verbally and in writing.
10. Knowledge of supervisory techniques, processes, and procedures and skill in using that knowledge to direct the work of others.